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June 30, 2000

ATTORNEY DOCKET NO. 07752.0026

Box PATENT APPLICATION
Assistant Commissioner for Patents
Washington, D.C. 20231

Re: New U.S. Patent Application
Title: SYSTEM AND METHOD FOR PROVIDING A
MULTI-CHANNEL CUSTOMER INTERACTION CENTER
Inventors: Jean L. Missinhoun, Thomas G. Tynan and Robert P. Drzewicki

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.

1. Application - 40 pages, including 4 independent claims and 20 claims total.
2. Drawings - 22 sheets of informal drawings (Figures 1-22).
3. A check for \$768.00 representing a \$690.00 filing fee and \$78.00 for an additional independent claim.

This application is being filed under the provisions of 37 C.F.R. § 1.53(f). Applicants await notification from the Patent and Trademark Office of the time set for filing the Declaration.

Please accord this application a serial number and filing date.

FINNEGAN, HENDERSON, FARABOW, GARRETT & DUNNER, L. L. P.

Assistant Commissioner for Patents

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The Commissioner is hereby authorized to charge any additional filing fees due and any other fees due under 37 C.F.R. § 1.16 or § 1.17 during the pendency of this application to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

By: _____

Leonard Smith, Jr.
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LS/grc
Enclosures